

Stamford Bridge Access Guide 2024/2025





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CHELSEA FC

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Contents

| | |
|---|----|
| Support at Chelsea Football Club | 04 |
| Ticket Office..... | 05 |
| Getting to Stamford Bridge Stadium on Public Transport | 06 |
| Accessible Car Parking | 10 |
| Chelsea Disabled Supporters Association | 11 |
| Entering the Stadium..... | 12 |
| Accessible Entrance Map..... | 13 |
| Where to Sit | 14 |
| Accessible Seating Map | 15 |
| Accessible Toilets..... | 16 |
| Accessible Toilets Map..... | 17 |
| Disability Stewards..... | 17 |
| Sensory Room and Prayer Room..... | 18 |
| Additional Accessible Amenities..... | 19 |
| Megastore and Matchday Shopping | 20 |
| Museum and Tours..... | 21 |
| Stamford Bridge Map..... | 22 |

Support at Chelsea Football Club

At Chelsea Football Club we are committed to providing accessible services and facilities to our supporters with disabilities and additional needs.

This guide provides helpful information on services available at Stamford Bridge, to make your journey to the stadium and experience here as enjoyable as possible.

If you need a Personal Emergency Evacuation Plan (PEEP) or have a medical requirement for equipment, medication, or larger bags, please use this link to complete a form and our matchday safety team will be in touch with you;

www.chelseafc.com/en/personal-emergency-evacuation-plan-peep-baggage-exemption-2024

Lift passes for the day can be collected from Window 7 of the ticket office or from main reception.

For the matchday announcement WhatsApp channel, use the QR code below.

For accessibility and disability enquiries please contact:

Hannah Travers
Disability Access Officer

access@chelseafc.com



Ticket Office

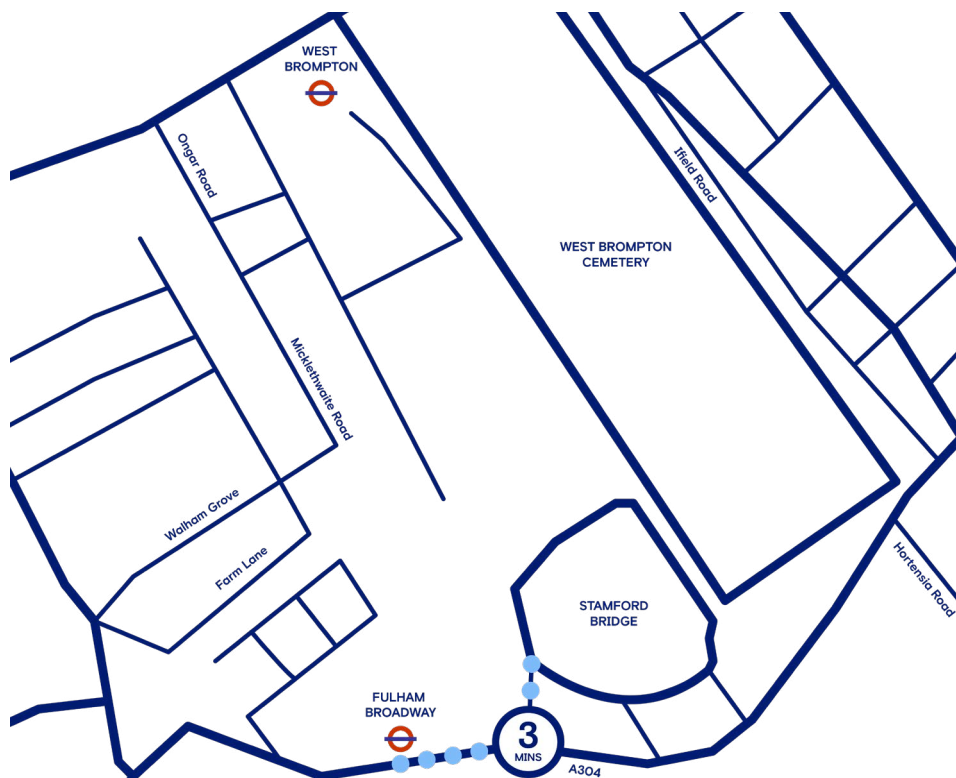
The ticket office is located behind the Shed End Stand at the south end of the stadium, next to the main reception. There are seven windows including an accessible window, number 7, which has a lower counter height. Window 7 is fitted with an induction loop and there is good lighting directly above the windows.

| | Shed End Stand | | |
|---------|----------------|---------------------|----------------------|
| | Kick-off time | Ticket office opens | Ticket office closes |
| Weekend | 12:30 pm | 09:15 am | Half-time |
| Weekend | 1-1:30 pm | 09:45 am | Half-time |
| Weekend | 2-2:30 pm | 10:15 am | Half-time |
| Weekend | 4 pm | 11:45 am | Half-time |
| Weekend | 4:30 pm | 12:15 pm | Half-time |
| Weekend | 5:30 pm | 1:15 pm | Half-time |
| Weekend | 7:30 pm | 3:45 pm | Half-time |
| Weekend | 8 pm | 3:45 pm | Half-time |
| Midweek | 7:30 pm | 3:30 pm | Half-time |
| Midweek | 8 pm | 4 pm | Half-time |

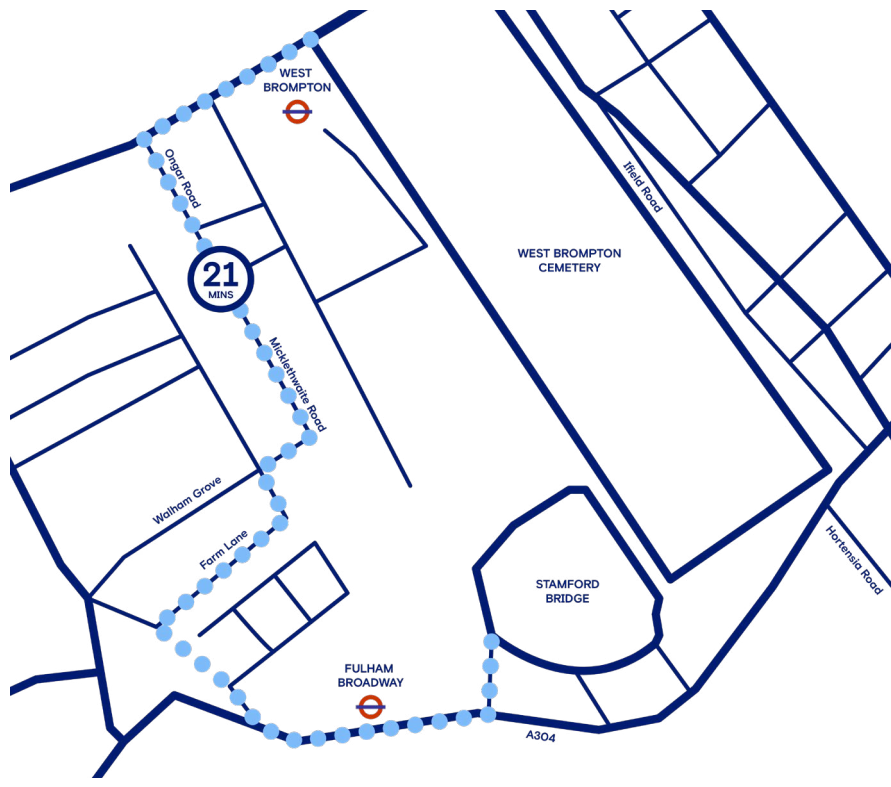


Getting to Stamford Bridge Stadium on Public Transport

| From Fulham Broadway Station | |
|---|--|
| Which London Underground line is this station on? | The Wimbledon branch of the District Line (green), between Earls Court Station and Parsons Green Station. |
| What is the station address? | Fulham Road SW6 1BY |
| Is staff help available? | ✓ |
| Boarding ramp for train access? | ✓ |
| Step-free access coverage? | ✓ |
| Step-free access to ticket hall from street? | ✓ via shopping centre. |
| Step-free access to each platform from ticket hall? | ✓ via lift. |
| Wheelchairs available? | X |
| Toilet access? | ✓ In shopping centre. |
| Waiting room access? | X |
| Car park access? | ✓ Underground space with lift access. Shopping Centre car park closed 2.5 hours before kick-off and for 2 hours after final whistle. |
| Underground fare zone? | Zone 2 |



| From West Brompton Station | |
|---|--|
| Which London Underground line is this station on? | National Rail and London Overground (orange) and the Wimbledon branch of the District Line (green) between Earls Court Station and Fulham Broadway Station. |
| What is the station address? | Old Brompton Road SW5 9JX |
| Is staff help available? | X |
| Boarding ramp for train access? | X |
| Step-free access coverage? | X |
| Step-free access to ticket hall from street? | Platform 2 – Eastbound District Line service. Platforms 3 and 4 – London Overground services. Step-free interchange between these platforms is possible. |
| Step-free access to each platform from ticket hall? | X |
| Wheelchairs available? | X |
| Toilet access? | X |
| Waiting room access? | X |
| Car park access? | ✓ drop-off point is close by with dropped kerb and pelican crossing. |
| Underground fare zone? | Zone 2 |



Getting to Stamford Bridge Stadium on Public Transport

| From Imperial Wharf Station | |
|---|--|
| Which London Underground line is this station on? | National Rail and London Overground (orange) Stratford to Clapham Junction line. |
| What is the station address? | Townmead Road SW6 2ZH |
| Is staff help available? | ✓ |
| Boarding ramp for train access? | ✓ |
| Step-free access coverage? | ✓ |
| Step-free access to ticket hall from street? | ✓ |
| Step-free access to each platform from ticket hall? | ✓ via lift. |
| Wheelchairs available? | ✓ |
| Toilet access? | X |
| Waiting room access? | X |
| Car park access? | X |
| Underground fare zone? | Zone 2 |



Local Bus and River Boat routes

Buses

The following bus services stop directly outside the Britannia Gate entrance to Stamford Bridge.

- 14 – From Putney Heath (Green Man) – Warren Street or Gower Street.
- 211 – Hammersmith – Waterloo Station /upper Taxi Road.
- 414 – Putney Bridge Station – Chippenham Road Maida Hill.

Many other services pass close by through the Fulham Broadway area.

All buses are low-floor vehicles (excluding heritage buses covering parts of routes nine and 15), which means the doorways are close to pavement level when the bus stops, and the doors open.

Every bus also has a retractable ramp, which connects the floor of the bus directly with the pavement, making access possible for wheelchair users.

The wheelchair space on buses cannot take a wheelchair bigger than 70cm in width and 120cm in length.

River Boat

All boats are wheelchair accessible via a ramp for boarding, with room for a maximum of four wheelchairs on larger boats and can also accommodate a further three folding chairs. Electronic wheelchairs are also welcome. All piers are wheelchair accessible except for London Bridge, Wandsworth Quarter and Cadogan Pier.

Route R86 travels between Putney and Blackfriars operating during peak hours Monday to Friday. The closest pier to Stamford Bridge is Chelsea Harbour which is a 14-minute walk via Lots Road, Kings Road and Holmead Road with level paved pavements and dropped kerbs.

All boats except the Star, Storm and Sky Clippers have accessible toilets.



Accessible Car Parking

Non-Matchday Parking

We have 6 marked accessible parking bays in the underground car park at Stamford Bridge (lift access to Copthorne Hotel) and a further three accessible car parking spaces at the nearby Fulham Broadway Shopping Centre. There are no accessible bays above ground.

The bays are for Blue Badge holders who are guests or visitors to Chelsea FC and the parking duration is for the period the driver is visiting the site or using the facilities on site such as the Megastore, stadium tours, Frankie's, or hotels.

Matchday Parking

For matchdays, spaces can be booked via our online booking form found here - [Accessible Car Parking | Official Site | Chelsea Football Club \(chelseafc.com\)](#)

We are unable to accept car parking applications by telephone or email. Bookings open approximately 28 days prior to the fixture date. Bookings are allocated on a first come first served basis and are subject to availability.

Supporters are required to display a valid Blue Badge whilst parked at Chelsea Football Club sites.

We advise supporters to arrive no later than two hours prior to kick-off time to avoid not being able to park in the accessible car parking spaces due to matchday road closures.

Local Parking

Parking in the vicinity of Stamford Bridge is managed by two local authorities, The Borough of Hammersmith and Fulham and the Royal Borough of Kensington and Chelsea. The most recent changes to restrictions can be found here - [New parking restrictions introduced around Stamford Bridge | News | Official Site | Chelsea Football Club \(chelseafc.com\)](#)

Drop-Off Points for Accessible Supporters

A drop-off and pick-up point is provided for accessible supporters on matchdays. This is situated at the Stamford Gate entrance on Fulham Road. This area is controlled by stewards on a matchday.

Please note that Fulham Road is closed to traffic approximately two hours prior to kick-off and post final whistle. There will be no access to Fulham Road for any vehicles during the road closure once closure has been enforced.

2024/25 Season

Applications for accessible car parking spaces will be accepted from 10am on the booking release date, as listed in the official club website ticket information. All bookings for individual fixtures will close three days prior to the fixture date.

Chelsea Disabled Supporters Association

Chelsea Football Club and the Chelsea Supporters' Trust are pleased and proud to announce the re-establishing of an independent Chelsea Disabled Supporters Association (CDSA).

The aim of the CDSA is to empower disabled supporters and amplify voices, to break down barriers, to enable a positive matchday experience, and to unite all supporters by encouraging awareness and education for those who are not disabled.

This is a very exciting opportunity for the club to work closer with our disabled supporters on key policy issues and updating facilities. Having this link will allow the club to target projects specifically to our supporters' needs and work towards improving fan experiences.

The CDSA and the club will work alongside Level Playing Field for projects and events.

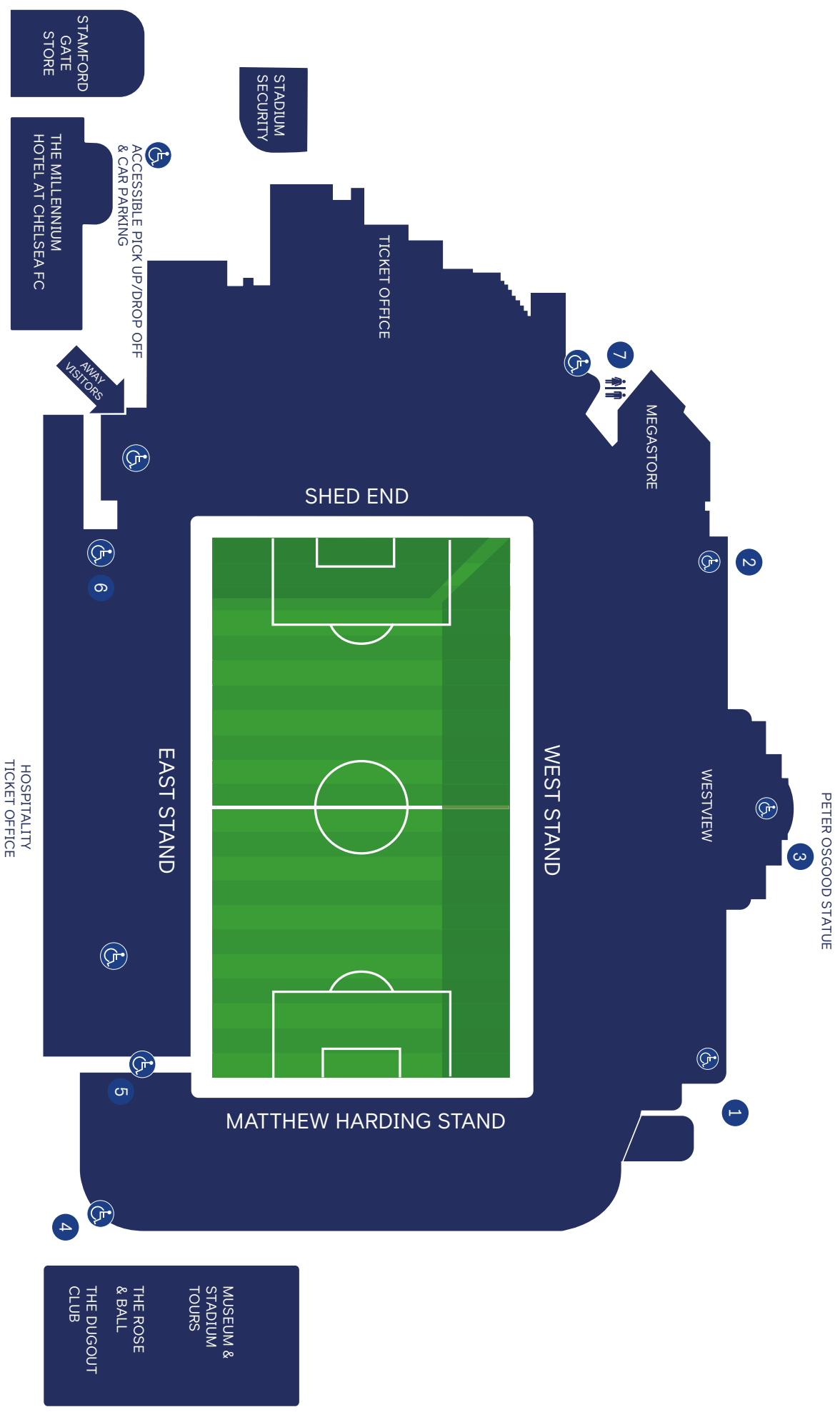


To get involved with the CDSA use this QR code.

Entering the Stadium

Stamford Bridge has 9 accessible entrances which are all attended by stewards on matchdays. Entry is via your ticket with readers on each entrance. These open approximately 90 minutes before kick-off but may vary.

| | |
|----------|--|
| 1 | West Stand: access is via the double doors next to the West Middle South entrance for blocks 1-4 or West Middle North entrance for blocks 4-8. Both entrances are via level access. |
| 2 | Westview Platform: access is via lift access through the West Middle South entrance. Entry is via presenting your ticket to the steward before accessing the lift. |
| 3 | West Stand Millennium Entrance: access for hospitality areas is via the double doors with level tiled floor access and 2 lifts. Opening times differ depending on hospitality package. |
| 4 | Matthew Harding Stand Platform: access is via an entrance at the north-east corner with lift access. |
| 5 | East Stand (Family Section): access is via the ground staff tunnel which is at the north end of the East Stand. This area is a tarmac surface with a slope gradient of between 4 – 7 degrees. |
| 6 | East Stand (Lower Tier Rear North & South Platforms): access to the decks at both the north and south ends are from the East Lower concourse which is accessed by a ramp. |
| 7 | Shed End Stand Lower Platform: access is via the main office reception at the south end of the stadium. Access to the viewing platform on level two is via the left-hand lift only. The platform is accessed via a slope gradient metal ramp leading to the door at the front of Canoville Suite. |



Where to sit

Stamford Bridge has 222 wheelchair seats, 192 home and 30 away, plus 334 easy access and amenity seats. Personal Assistance (PA) tickets are not always next to disabled supporters. Below explains where your PA will be sitting.

West Stand: both West Middle South and West Middle North have a slope of 4 degrees to the seating area. PA tickets are allocated next to the ambulant supporter and the row behind non-ambulant (wheelchair user) supporters behind the wheelchair bay.

East Stand (Family Section): access to the stand is via a shallow slope directly down to pitch level. PA tickets are allocated next to the ambulant supporter and the row behind non-ambulant (wheelchair user) supporters, behind the wheelchair bay.

Westview Platform: access to the Westview Platform is level and PA tickets are next to non-ambulant supporters.

East Stand (Lower Tier Rear North & South Platforms): PA tickets are allocated next to non-ambulant supporters.

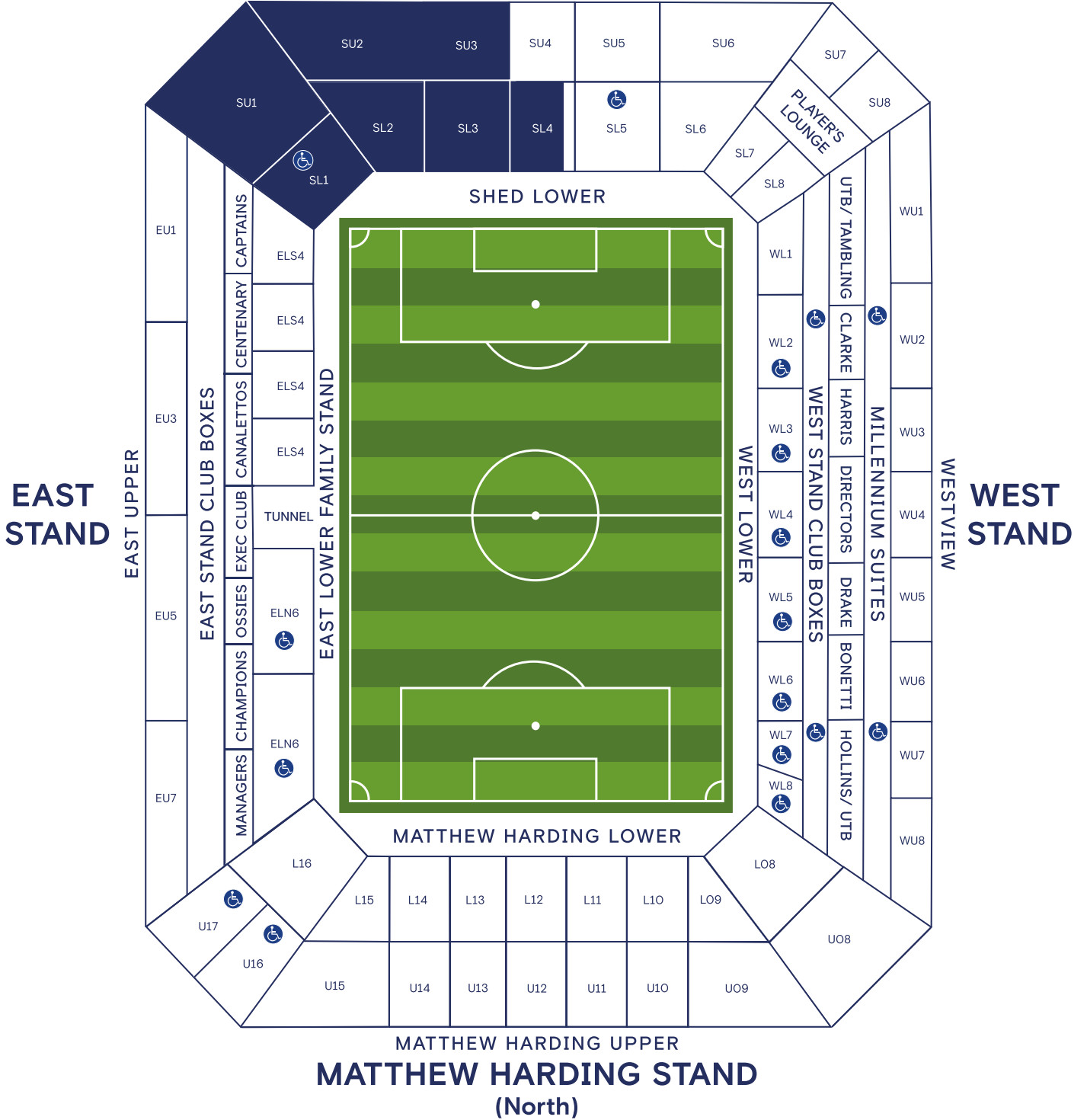
Matthew Harding Platform: PA tickets are allocated next to non-ambulant supporters.

South Stand Lower Platform: PA tickets will be next to non-ambulant supporters with tickets numbered 163-174 in row 13. PA tickets will be behind non-ambulant supporters with tickets numbered 154-162 in row 13.

Safe-standing Areas: ambulant supporters wanting tickets in the Matthew Harding Stand lower tier or Shed End lower and upper tiers should know these are safe-standing areas. Although supporters will be allocated a seat, they are likely to need to stand throughout the match.

SHED END (South)

SHED UPPER

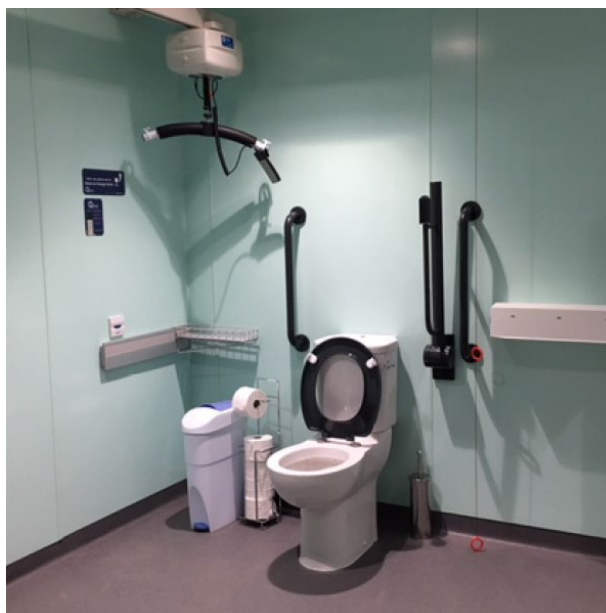
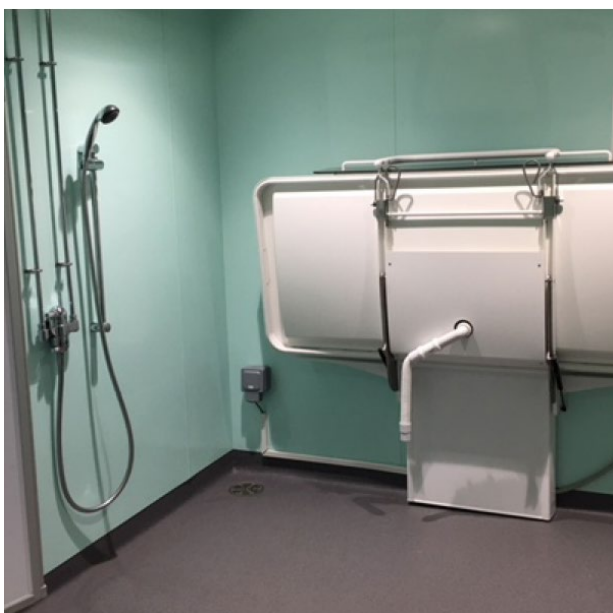


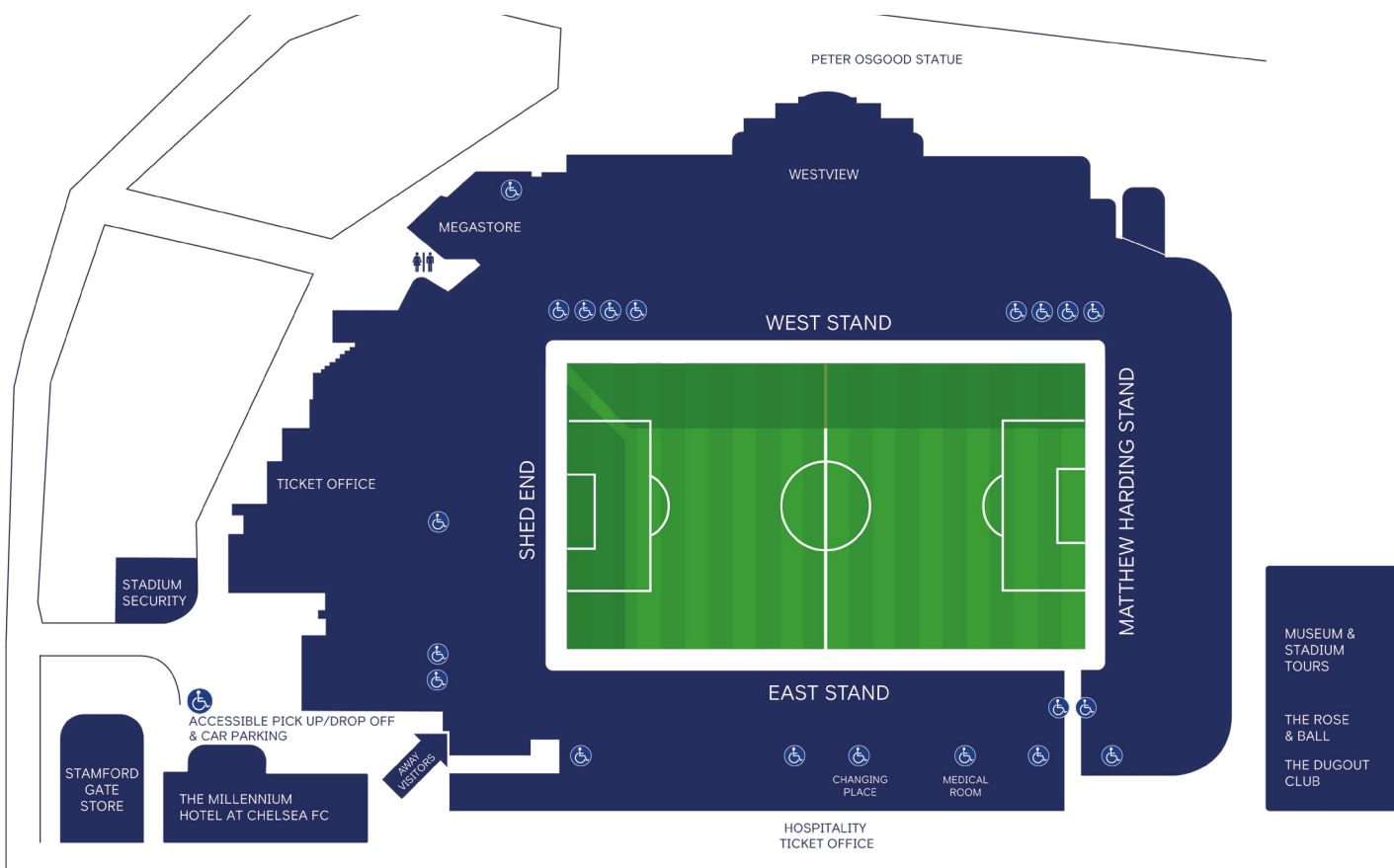
Accessible Toilets

Stamford Bridge has 20 accessible toilets and 2 changing places.

A fully equipped changing place toilet is located at the north end of the East Stand lower tier concourse. Access is by RADAR Key and the facility is supervised on matchdays by stewards. In addition to this permanent facility, a mobile changing place (Mobiloo) is also in attendance on matchdays and is parked adjacent to the Millennium Hotel.

All accessible toilets and changing places are clearly signed and have level access. These facilities use the RADAR key system. Supporters who do not have their own RADAR key can ask stewards for assistance.





Disability Stewards

At Stamford Bridge we have multiple disability stewards. These stewards have received in-depth awareness training and are committed to helping our disabled supporters.

They are very visible in their purple bibs and are based at every accessible entrance and seating area.

If you require any assistance on a match day, please speak to your nearest disability steward.



Sensory Room and Prayer Room

Sensory Room

The sensory room is a bookable space run by the Chelsea Foundation, designed to support those with sensory needs, anxiety, and similar disabilities. The capacity of this room is a maximum of 10 supporters and 2 specially trained members of staff. There is an accessible toilet within the room.

The sensory room is accessed via the East Stand lower tier concourse. No ticket is required but confirmation of booking may be needed for stewards on the way to the sensory room.

To book or get more information please contact the Chelsea Foundation inclusion and disability team at nico.manduzio@chelseafc.com



Prayer Room

The prayer room is a separate space to the sensory room. It is a bookable space for adults with sensory needs to take a moment of reflection and pray.

The prayer room is located on the first floor of the Millennium Hotel. It has level access and a lift. A member of security staff will be present to support.

Please visit: <https://www.chelseafc.com/en/quiet-area-prayer-room-h> for more information.

Additional Accessible Amenities



Induction Loop – Telecoil hearing induction loops are available from the main reception and ticket office Window 7.



Audio Commentary – Disposable radio commentary headsets are available from the ticket office. Stamford Bridge also has high frequency commentary receivers. These can be picked up from the ticket office. Book via this link. Request Accessible Earpiece Customer Self-Service (powerappsportals.com)



Assistance dogs are welcomed at Stamford Bridge. Please contact access@chelseafc.com if you will be bringing an assistance dog.



Seat moves may be accommodated for temporary disabilities and injuries if enough notice is given. If you require a temporary move, please contact access@chelseafc.com.



Sunflower Lanyards can be collected from the ticket office and main reception.



Accessible Catering – Use the CFC Express app for pre-order and in-seat delivery. Alternatively, the West Stand concourse, Westview, and East Stand have lowered counters and collection points at food and drinks kiosks.

Megastore and Matchday Shopping

The Megastore is located between the West Middle South entrance and the main reception.

Access is via double doors on the ground floor with a small incline.

To the left of the entrance is a lift to the first floor. The first floor has a ramp for access to the platform area, which a member of staff can help with. There is a lower counter at the ground floor tills.

Next to the main entrance is our new communications board, introduced by the Chelsea Foundation, to better help supporters with communication needs.



| | Opening times | Closing times |
|--------------------------|--|--|
| Monday - Friday | 10 am | 5:30 pm |
| Sunday and Bank Holidays | 11 am | 5 pm |
| Match Day | Depends on kick-off time. Please check the official club website. | Closes at kick-off and re-opens for an hour after the game. |

Mobile matchday merchandise units are at the Stamford Gate and Britannia Gate. The counters are high, but staff are available to help.

The matchday store at the Stamford Gate is not step free. Entry is via a single narrow door and all tills are on the basement level with no lift. The exit is via 12 steps to ground level.

Museum and Tours

The museum and stadium tours operate on different days and times depending on the time within the season.

The table below shows what is available.

| Venue | September - March | April - June | July - August |
|---|-------------------|-------------------|-------------------|
| Stadium Tours | 10 am - 4 pm | 10 am - 4 pm | 10 am - 4 pm |
| Museum | 9:30 am - 5 pm | 9:30 am - 5 pm | 9:30 am - 7 pm |
| Museum Centre (ground floor with trophy photo opportunity) | 9:30 am - 4:30 pm | 9:30 am - 4:30 pm | 9:30 am - 6:30 pm |

British Sign Language

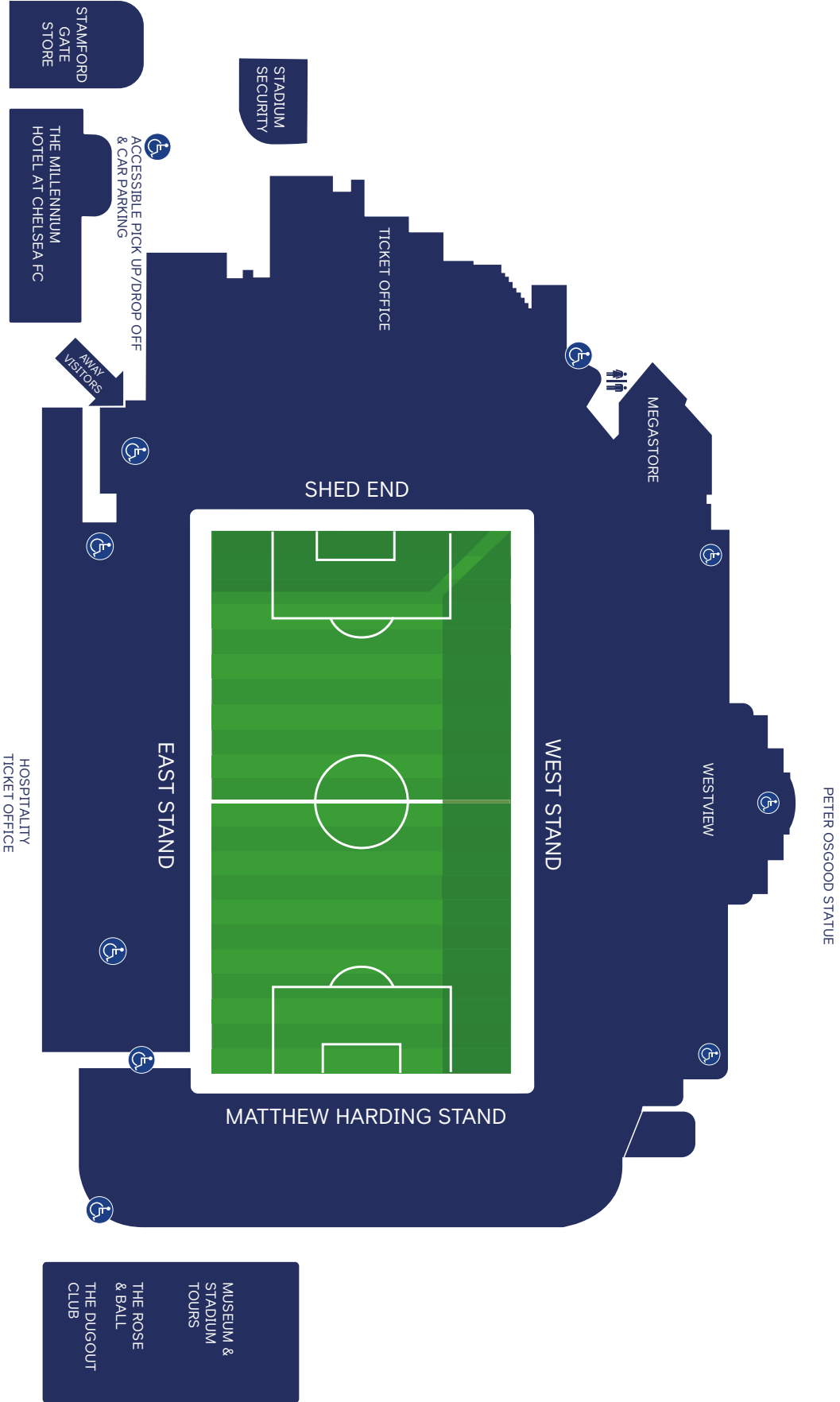


British Sign Language (BSL) tours will be available on Sundays at 3pm.

The museum and stadium tours can be booked using the QR code below:



Stamford Bridge Map



Thank you

